



Leadership Program for Postmasters and Managers

The program will be customized for international participants. A minimum of 20 participants are required.

- Dates : December 2009/ January 2010
- Duration : Two weeks
- Venue : Delhi

Program objective: Improving performance of the post office in its core areas and its customer service.

The key learnings from the Program will be how to:

- Map processes in a post office
- Develop Citizens' Charter
- Formulate and monitor Key Performance Indicators
- Locate shortcomings
- Address underlying issues
- Motivate staff , mentor and achieve overall improvement
- Use related Project Management tools and techniques.

Program methodology: Sessions / discussions, visits, exposure to monitoring system and training initiatives for each job.

Funding Options:

Possibility of funding through Government of India will be taken up if sufficient interest is indicated.

A letter may kindly be addressed to the Embassy of India / High Commission of your country indicating interest in participating in this program.

Please mark a copy of the letter to: The Deputy Director General (Training), Room No.348, Dak Bhavan, Sansad Marg, New Delhi-110016.
email: arunajain@indiapost.gov.in. Fax: 91 11 2309 2604
